

Miami-Dade Transit (MDT) Special Transportation Service (STS)

Frequently Asked Questions

Effective Monday, April 1, 2013

STS New Contractor will be: Transportation America (TA)

Q: Will the telephone number for STS reservation change?

A: Yes, the new telephone number will be: 305-871-1111

Q: How am I going to receive my new STS Easy Card, and when?

A: You will receive your new STS Easy Cards either by mail, through your center, or in person. Distribution is expected to start as soon as new cards are available. Miami-Dade Transit (MDT) staff will be contacting STS clients when their new card is available for pick-up or delivery.

Q: Will I have to be recertified?

A: Not everyone will need to be recertified. You will receive notification in the mail if you are required to go through the recertification process.

Q: Will the one-way fare change?

A: No. The STS one-way fare will remain the same at \$3 per trip.

Q: Will I still be able to use the STS EASY Card to get on Metrorail and Metrobus free of charge?

A: Yes, you will.

Q: How much will it cost to replace my STS EASY CARD?

A: It will still cost \$10.00 to replace a lost or stolen STS Easy Card. Payment must be made by check or money order, in person or by mailing it to:

Miami-Dade Transit Paratransit Operations

701 NW 1ST Court, Suite 131

Miami, FL 33136

Hours of operations are Monday through Friday, from 8:30 a.m. to 4:30 p.m.

Q: Will STS clients need to show their STS Easy Card to the driver?

A: STS clients are expected to carry their STS EASY Cards at all times when traveling in an STS vehicle. Clients must be prepared to show their card to the driver upon request.

Q: Can STS clients still purchase pre-paid tickets or vouchers?

A: Yes, STS clients can still purchase pre-paid tickets or vouchers by calling 305-265-3322, using checks, e/checks, or Visa and Master cards.

Q: Do I need to have the exact fare to board an STS vehicle?

A: Yes, you are required to have the exact fare when boarding an STS vehicle as drivers do not provide change.

Q: *Will the 30-minute pick-up window remain the same?*

A: Yes, it will.

Q: *Will same-day service be available?*

A: No, Miami-Dade Transit is not funded for same-day service.

Q: *Will the STS service area change?*

A: No, the STS service area matches MDT's public transportation system and includes most urbanized Miami-Dade County.

Q: *Does the driver have to call me to announce his/her arrival?*

A: No, you must be ready and waiting at the main entrance of your pick-up location.

Q: *Do STS clients still have five (5) minutes to board the vehicle before being marked as "no show"?*

A: Yes, that time is still being given to board an STS vehicle.

Q: *May I request a certain vehicle type?*

A: Unfortunately no; however, an appropriate vehicle based on your mobility need (s) will be dispatched.

Q: *If the driver arrives early, should I board the vehicle or wait until my pick-up time?*

A: If the driver arrives prior to your scheduled pick-up time, you may choose to board early, but you are not required to do so. You can board the vehicle within 5 minutes of the start of your "pick-up window" time.

Q: *Will I be assigned to the same provider?*

A: The new STS contract has 3 subcontractors: Transportation America (TA), Minority Mobile Systems (MMS), and I-Transport. There is no guarantee that you will be assigned to the same service provider for every trip.

Q: *Will clients be allowed to carry more than two (2) bags?*

A: No, carry-on packages on board STS vehicles are limited to two (2) grocery bags or similar sized packages.

Q: *Can an STS driver help me carry my bags?*

A: An STS driver can help you carry your bags in and out of the vehicle to the main entrance of your destination. Drivers are not allowed to enter buildings and/or residences.

Q: *How can I file a complaint and/or a commendation?*

A: You can file a complaint and/or commendation by calling Miami-Dade Transit Special Transportation Service (STS) at (786) 469-5000 or the internet at www.miamidade.gov/transit